

RFP # OMBICO-17-001-WCTPA-001

Questions and Answers

1. Please provide a copy of the in-force contract with the incumbent workers' compensation claims administration TPA, PMA Companies, to include pricing.
As the document requested includes information deemed not to be public record we will not be able to providing.
2. Please provide loss run for all open and closed claims in an Excel format that can be manipulated into pivot tables for experience analysis. *This information was sent in an encrypted email to each individual company bidding on this RFP.*
3. What are the current claim team's claim loads for:
 - Indemnity adjuster
 - Medical only adjuster
 - Supervisor*This information is confidential to the incumbent TPA.*
4. Page 6, Letter A. If the State purchased excess workers' compensation coverage please identify the carrier. *No excess coverage has been purchased for this contract at this time.*
5. Page 8, Contract Period. Should the eighteen month period end June 30, 2019 and not June 30, 2020? *Yes*
6. Page 8, Contract Period. Is the incumbent TPA's pricing on a life of claim (cradle to grave) basis? *Yes* If so, then will open claim files be transferred to the new TPA should the State move its contract? *No*
7. Page 9 Number 6 Please identify, by position, the current staffing model used by the PMA Companies to service the State's program. *This information is confidential to the incumbent TPA*
8. Page 9, Number 6. If the State was to move its program from the incumbent are there current team members the State would wish to retain? *The State has no standing on this because they are not State of Delaware employees*
9. Page 13, Number 8. Does the State's current TPA manage a loss fund/banking account of behalf of the State? *Yes.*

10. Page 13, Section B. In-person Training Seminars. How often are these training sessions held? **They are held as needed. Once or twice a year is the norm.** Are they held in Dover? **Yes** Or are they held at different locations statewide? **Yes**
11. Page 13, Section B, Co-sponsorship of live training. Please provide insight into the State's current practices to include number of annual training sessions and insight into training content. **We are interested in sponsoring trainings (i.e., 3 or 4 times per year) to employees as well as benefit/payroll representatives with participation from our disability and Workers' compensation vendors. Depending on topic and audience, we sponsor a variety of workshops and seminars where our vendors play an active role in facilitating the seminar/workshop or have a table set-up just to answer questions from the audience before or after the seminar/workshop. Content would include an overview of our disability and Workers' Compensation programs and related Delaware statutes.**
12. Page 15. Input log/notes. Is the State requesting the ability to enter notes into the adjuster claim files? If something different then please elaborate. **Yes.**
13. Page 15. Safety Training/Loss Control. Please provide insight into the State's current loss control program. Are these services provided by State employees/team members or are they provided through a third-party vendor? **When needed the TPA, state employees and or third party vendor provides the need in this field. Our current loss control is to look at the trends that are in the agency and see what might be needed to reduce losses.**
14. Page 16. Method of Bidding. Does the State want all bidders to use these claim counts for modeling their bids? **Yes.**
15. Page 30, State's Experience. The tables on this page do not include open claims counts. Assuming the State's intent is to move open claim inventory then please provide open claims counts, by claim type, by experience period for all open claim files. **Open claims will be staying with the current TPA.**
16. Do you have a preference as to the location (city/county) of our claims office in Delaware? **No**
17. How long has PMA been the State of Delaware's TPA? **Since 1997**
18. The RFP states up to 60 users may be required. Can you please elaborate on the user licenses required of these 60 users? **A number of these user will be for our TPA who handles the disability program for them to have access to see was is being paid on the workers' compensation claim so that benefits can be coordinated until a daily fee of data can be completed. About 5 of those will be used by the Insurance Coverage Office who oversees the workers' compensation program and 2 will be used by Statewide Benefits who oversees the disability program. Would the users require full access rights which**

includes dashboard, reporting capabilities, etc.? In responds to this question. We hope that you would be web based for reporting capabilities so that each agency HR would be able to report the work comp claims. User only rights with limited reporting capabilities but access to adjuster notes, case management notes, attachments, and financial data? This would be the rights for the 5 users in the Insurance Coverage Office. As well as running adhoc reports that are available.

19. Does the RFP include new claims only or will take over claims also be included? New Claims Only
20. Does the state currently use any nurse triage process? The current TPA has a nurse triage process from the time the claim reported. We are not allow to direct.
21. We would like to perform a preliminary comparison of your current MBR net savings and PPO penetration based on the services we provide. Can the State provide a current medical bill review and network savings report by state inclusive of number of bills, total charges including duplicates, savings for each category i.e. Network, fee schedule etc. , fees charged for services in order for us to perform such an analysis? This information is confidential to the incumbent TPA.
22. Based upon the Delaware Freedom of Information Act, can the State please provide the current fee structure that is in place today along with the current staffing model used for the program? This information is confidential to the incumbent TPA
23. On page 5 in the 7th bullet, is it contract vs contact? Contract
24. It appears that there are two termination clauses; on page 8 the clause reads 120 days and on page 26 it states 20 days? Clause on page 26 should read one hundred twenty days (120).
25. Since we will be providing a daily download to the DIP team; do you still need the 60 users (page 10)? Yes. It is our understanding this requirement can be eliminated once the download takes place? That is correct. If the 60 users will be a cost please make sure that it broken out in your proposal.
26. On page 13, #10; are you saying that the TPA must take over claims that are 3 years or older? No. Or are you saying only claims that reopen after the 3 year period? Yes
27. What type and how often are you looking for live webinars for DIP and the WC team (page 13)? We are looking for live webinars to be presented by the TPA on a monthly or quarterly basis to all employees on a range of disability and work related injury topics (i.e., prevention, safety,

return-to-work, focus on abilities vs. disabilities, etc.). The TPA would need to supply the registration and technology tools in order to host live webinars.

28. Are you requiring the TPA to purchase a surety bond (page 16)? If the State deems necessary.
29. In the current contract we include Nurse Case management hours and Risk Control hours. Are you selecting to be billed by the hour for these services? Please provide the number of hours you are wishing to include and then a separate cost if those hours are used
30. Do you want the charges for Sec.III , banking, ISO/Central Index Bureau, etc. included in the flat fee? If you do include them in your flat fee please make sure that you identify that these services are being included.
31. Can you briefly describe the State of Delaware's current philosophy on case management, telephonic or field case management? The current TPA on all loss time cases has case management. Telephonic and field case management is assigned based on the severity and the complications of the injury.
32. Does the state have an aggressive return to work program. If so can you elaborate? Each agency has their own return to work program. Some have none and some have very aggressive return to work program.